

AVEVA Standard Support Guidelines



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1 Terminology

The following is a list of meanings for the terminology used in this document

Major Release	Is a complete issue of the product incorporating major new functionality and/or fault corrections. It is available from all AVEVA Support Offices and is formally documented.
Service Pack Release	Is a complete or partial release of the product and contains minor functional changes and fault corrections. It is available from all AVEVA Support Offices and is formally documented.
Fix Release	Is a partial issue of the product, which is issued to correct an urgent priority / critical problem. It is sent only to the Supported Location reporting the problem, accompanied by brief documentation
Product Support	Is the software support service provided by AVEVA for the corrective maintenance for its products, as defined in this document.
Support Office	An AVEVA office location through which AVEVA support staff are available to respond to customer requests for support.
Supported Location	A customer site referenced in the AVEVA Commercial Agreement to which support is provided by AVEVA Support Offices for those Products listed in the AVEVA Commercial Agreement.
Support Incident	A request for support, which may be a question, software defect report or software enhancement request.
AVEVA Commercial Agreement / EULA	An agreement between AVEVA and the Customer which governs the use of the Products

2 AVEVA Support Service

2.1 Service Locations

The AVEVA Support Office responsible for supporting each of the Client's Supported Location(s) is detailed in your AVEVA Commercial Agreement.

Support from each AVEVA Support Office is available during normal office working hours.

For information regarding the location and contact details of AVEVA Support Offices please visit:

http://www.aveva.com/en/Contact/Worldwide_Offices.aspx

2.2 Requesting Support

This section describes the mechanism by which requests for support are handled.

To request support assistance the customer nominated contact should register a support incident directly into the AVEVA Helpdesk System (<http://avevahelpdesk.aveva.com/>)

The AVEVA Helpdesk System operates in English

Should the customer nominated contact require any assistance in entering the required information, or should the customer be unable to access the AVEVA Helpdesk System then the customer nominated contact should communicate (phone, fax or email) with the assigned AVEVA Support Office, and request customer support.

Please use the support query form in Appendix 1 to submit your customer support request.

It is most important when reporting a perceived software limitation that the customer provides as much information as possible, including;

- Applications / Modules concerned
- Version number / Screen / Form name or number
- Any error message
- Exact sequence of operations causing the problem
- Background information – i.e. what is the person trying to achieve.

Support requests then generally follow these steps:

- Each request for support is termed a support incident, which may be a question, software defect report or software enhancement request;
- All support incidents are logged into AVEVA's Helpdesk System from which a unique incident number is generated;
- Each incident is assigned an agreed priority between AVEVA and the customer. The priority given may be raised through escalation due to unforeseen effects on the customer's project, or lowered after investigation has determined the cause;
- The customer contact making the request will be advised of the support incident number; which should be used during all correspondence with the AVEVA Support Office. If the request was made by Fax and replies are required by the same media, this must be specified by the customer at the time of the request.

- Customers will be asked for the following information:
 - Company name / location
 - Your name / telephone number
 - Products(s) and versions, module(s)
 - Nature of the request.
 - Support information, data or evidence (if required)
- The support incident will then be assigned to a technical specialist who will provide advice and help to resolve the issue as quickly as possible. The customer will be advised of the technical specialist name and incident number.
- In some instances, further investigation may be required which the technical specialist will do on the customer's behalf. During this time the customer will be kept informed of progress. The customer may also be asked to provide additional evidence or carry out supplementary tests to assist problem resolution.
- If deemed necessary by AVEVA remote onscreen support will be provided through a system mutually agreed by both parties. E.g. Webex.
- On receipt of a satisfactory resolution the customer should close the support incident. If a resolution is provided to the customer and it is neither accepted nor rejected within a 3 week period the AVEVA Helpdesk System will automatically close the incident. Closed incidents can be re-opened if the need arises.

For details regarding Support Incident Priorities, Target Timings, product Support Status Definitions, Escalation Procedure and Software Enhancement Requests please see the AVEVA Support Service Policy (www.aveva.com/policies/support/en)

For further information regarding the registering and handling of Support Incidents please visit;

<http://avevahelpdesk.aveva.com/WebHelp/eService.htm?type=onlineHelp&rand=7109063>

2.3 Additional Chargeable Services

A wide range of value added, customer support services are available from each of the AVEVA Support Offices. These range from site visits, product training, 24 hour access to support specialists and so on. All of these additional support services can be provided within a commercial framework which will establish enhanced levels of service and provide quality monitoring and service review. Please contact the assigned AVEVA Support Office for details.

3 Customer Responsibilities

For details of the customer responsibilities and the roles of the customer appointed people at the supported location(s) please see the AVEVA Support Service Policy.

(www.aveva.com/policies/support/en)

APPENDIX 1 - Recommended Support Query Form

It is recommended that all Support Incidents are registered directly into the AVEVA Helpdesk System via the systems web interface. Using this method the system will populate many fields from default settings associated with your login.

If registration via the web interface is not possible then the following email template should be completed and sent to AVEVAHelpdesk@aveva.com

Email Subject: Shell Stiffeners will not split

CUSTOMER REFERENCE NUMBER: CUST001

COMPANY: ABC

CONTACT PERSON: John Smith

INCIDENT TYPE: 1

REPRODUCIBLE: Y

PRIORITY: 2

OS-VERSION: Windows XP

PRODUCT: Hull Detailed Design

PRODUCT VERSION: 12.0.SP3

MODULE: Curved Hull

<Type a description of the problem encountered>

HTML tags will not be interpreted correctly; plain text emails must be used.

It is important to keep the spelling and case of the Keywords but the lines don't have to be in the same order. The AVEVA Helpdesk Support Incident number will be sent back to the customer by email (in the email subject field) and has to be left in the subject field when responding to update an existing incident.

The definition of each keyword is as follows:

Email Subject:

- For New Support Incidents:
The text entered in the Subject line of the email will become the Name of the Support Incident. This is a mandatory field and must be completed. Emails submitted without an entry in the Subject Field will be rejected.
- For Existing Support Incidents
To update an existing Support Incident the Email Subject must start incident #12345 Text string.....
It is essential that there is a space between 'incident' and '#', essential that there is no space between '#' and '12345' and essential that there is a space between '12345' and the start of your text string.
Where 12345 is the actual number of the Support Incident you wish to update and Text string is the title you would like to give to the additional information you are adding

CUSTOMER REFERENCE NUMBER:

This is used to note any internal reference number that the customer may have assigned to the incident in their own system(s). Optional

COMPANY:

Company code. (Found on 'My Profile' page in the AVEVA Helpdesk System). Optional

CONTACT:

The Contact Person has to be in the format "FirstName LastName". The Contact (or the person sending the email) must be registered in the AVEVA Helpdesk System and be linked to the COMPANY. If neither the Contact nor the Sender is registered the email will be rejected.

INCIDENT TYPE:

Incident type is a number and must be provided.

- 0 = Product Usage Query
- 1 = Defect (Product)
- 2 = Defect (Data)
- 3 = Defect (Documentation)
- 4 = Defect (PML/VITESSE)
- 5 = Defect (Install/Licensing)
- 6 = Enhancement Request

REPRODUCIBLE:

Can be;

- Y = Yes
- N = No

PRIORITY:

Priority is a number and must be provided.

- 0 = Urgent
- 1 = High
- 2 = Medium
- 3 = Low

OS-VERSION:

Operating System (OS) and Version in plain text

PRODUCT:

The name of the Product in which the Incident is encountered. The name must match one of those listed in the pull-down list for the 'Product' field in the AVEVA Helpdesk System. This information must be provided.

PRODUCT VERSION:

Product version as X.X or X.X.SPX. This information must be provided and the Product Version given must be exact and relate to the Product given above.

MODULE:

This information must be provided and the Module given must relate to the Product given above

When a user updates a Support Incident via email the entire body of the update email will be stored in the Support Incident, with no special formatting required.

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